

The Enterprise Agentic AI Playbook

The use-case gallery, an ROI worksheet, a maturity scorecard and the production checklist behind real agentic AI case studies.

INSIDE THIS PLAYBOOK

- Use-case gallery across finance, healthcare, manufacturing & more
- Use-case-to-architecture map
- Agentic AI ROI worksheet & maturity scorecard
- Production & agentic AI security best-practices checklist
- Governance roles, career roadmap & salary guide
- 2026 enterprise adoption & hiring trends

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How to use this playbook

Most agentic AI efforts stall not because the models are weak, but because no one designed for production. This playbook is the operating guide for getting from pilot to deployed system.

Built for

- Architects and leads taking agents to production
- Engineering managers planning an adoption roadmap
- Strategists building the ROI and governance case
- Teams standardising how they ship agentic systems

Work through it like this

- Pick a use case from the gallery
- Map it to an architecture and patterns
- Run the ROI worksheet and score your maturity
- Clear the production & security checklists before launch

Case studies and ROI figures in this playbook are illustrative, representative models for planning — not guaranteed outcomes. Actual results depend on your data, workflows and execution.

2026 enterprise adoption trends

Enterprises have proven agents work in pilots; the race now is operationalising them safely at scale. That shift is reshaping both delivery and hiring.

Pilot→Prod

The hard part is reliable, governed production, not demos

Governed

Compliance and security are now launch gates, not afterthoughts

Cross-sector

Finance, healthcare, manufacturing & government all deploying

What this means for teams

- **Architecture wins.** Demand is for people who design systems of agents, not single prototypes.
- **Governance is gating.** No production sign-off without audit, safety and rollback in place.
- **ROI must be explicit.** Budgets follow a credible, measurable value case.

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Ship these use cases, don't just plan them

Related: the Agentic AI Expert Certification builds the architecture and governance behind every case here.

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The use-case gallery

Six high-value agentic AI use cases drawn from the program's enterprise modules — representative scenarios, not guaranteed results.

Fraud & risk

Real-time anomaly detection, escalation & audit agents (finance).

Customer support

Routine deflection, drafting & escalation with human-in-the-loop.

Supply chain

Predictive maintenance & autonomous replanning (manufacturing).

DevOps / incidents

Triage, diagnosis & rollback agents for faster MTTR.

Document & data

Extraction, classification & PII detection at scale.

Public services

Policy simulation & casework automation (government).

The next two pages go deeper on each, then map them to architectures and patterns.

Use-case deep dives

Fraud & risk response (finance)

Real-time

Coordinated detection, escalation and audit agents monitor transactions and trigger workflows. Measure detection latency, loss avoided and false-negative rate.

Customer support automation

30-50%*

Agents deflect routine tickets, draft responses and escalate edge cases. Measure containment rate, CSAT and cost per contact. *Illustrative handle-time reduction target.

Illustrative target ranges for planning — not guaranteed outcomes.

LIMITED TIME

Move from pilot to production with confidence

Enrolment for the next cohort is open for a limited time — certify your team's lead now.

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Use-case deep dives

Supply-chain orchestration

15–25%*

Agents sense, plan and act across the line with autonomous replanning. Measure stockouts, downtime and planning cycle time. *Illustrative inventory-cost reduction target.

DevOps & incident response

40–60%*

Agents triage alerts, diagnose faults and run rollback. Measure MTTR, change-failure rate and on-call load. *Illustrative MTTR improvement target.

Document & data processing

50–70%*

Extraction, classification and PII detection agents. Measure throughput, error rate and compliance coverage. *Illustrative manual-effort reduction target.

Use-case-to-architecture map

Each use case maps to a small set of reusable patterns. Pick the smallest pattern that solves the problem, then compose.

Use case	Core patterns
Fraud & risk	Supervisor/worker orchestration + governance + audit memory
Customer support	ReAct agent + tool routing + human-in-the-loop
Supply chain	Perceive-plan-act-reflect loop + multi-agent orchestration
DevOps / incidents	ReAct + rollback workflow + episodic memory
Document & data	Pipeline agents + semantic/vector memory + PII guardrails
Public services	Orchestration + governance + policy-simulation agents

The certification teaches and builds every pattern referenced here — orchestration, the ReAct pattern, memory architecture and governance.

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Half price on the credential behind the playbook

Lock in 50% off the Agentic AI Expert Certification today.

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The pilot-to-production checklist

Clear these gates before any agentic system goes live.

✓ Clear ownership and an agreed success metric per use case

✓ Architecture documented: agents, tools, memory, data flow

✓ Monitoring, alerting and anomaly detection in place

✓ Rollback and incident-response procedures tested

✓ Human-in-the-loop checkpoints for high-risk actions

✓ Evaluation harness and regression tests for agent behaviour

✓ A retraining / continuous-improvement plan

Agentic AI security best-practices checklist

Autonomy widens the attack surface. Cover these before and after launch.

✓ Least-privilege access for every tool and data source an agent can reach

✓ Input/output guardrails and prompt-injection defences

✓ PII detection, redaction and data-handling controls

✓ Full audit trail of agent decisions and actions

✓ Rate limits and spend caps on autonomous actions

✓ Bias detection and mitigation in decision paths

✓ Regular red-teaming of agent behaviour

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The agentic AI ROI worksheet

A simple structure to size and track value. Fill one row per use case.

Lever	Baseline	Target	How to measure
Handle time	current	-30-50%	avg time per task
Cost per unit	current	-X%	cost / resolved item
Cycle time	current	faster	start→done duration
Quality / errors	current	fewer	error / defect rate
Risk avoided	current	lower	incidents / loss avoided

Targets above are illustrative placeholders — set your own from a short baseline measurement, then track monthly. A credible ROI case is what unlocks budget for scaling.

Agentic AI maturity scorecard

Score where your organisation sits today, then target the next level.

1

Ad hoc

Experiments and demos; no standards or ownership.

2

Piloting

One or two use cases in trial; manual oversight.

3

Repeatable

Shared patterns and a production checklist in use.

4

Managed

Governance, monitoring and ROI tracking standard.

5

Scaled / optimised

Agentic AI is a platform with continuous improvement.

BEST VALUE

One programme, production-ready skills

Architecture, orchestration, governance and a capstone — built for enterprise delivery.

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Governance & the roles that own it

Governance wraps the whole system — and has become its own career track.

What governance covers

- Policy checks and approval workflows
- Bias detection and mitigation
- Audit trails and accountability
- Security best practices for autonomous agents

AI governance roles

- AI Governance Lead
- Responsible AI / AI Risk Manager
- AI Compliance Specialist
- VP of AI Governance

The certification's governance module builds exactly these capabilities.

The teams behind the playbook

Delivering these use cases needs a clear role ladder — each rung adds scope and pay.

1 Agentic AI Developer
Builds and wires individual agents.

2 Agentic AI Expert
Designs, governs and evaluates systems of agents.

3 AI Agent Architect
Owns the end-to-end autonomous architecture.

4 Lead / Principal AI Engineer
Leads teams and sets technical direction.

5 AI Strategy Lead
Owns the enterprise roadmap and ROI.

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Salary guide for these roles

US base-pay benchmarks for the senior roles that design and run enterprise agentic AI.

Role	Avg base (US)	Typical range
Principal AI Engineer	\$323K	\$253K–\$421K
Lead AI Engineer	\$197K	\$156K–\$252K
AI Agent Architect (AI Architect)	\$189K	\$142K–\$257K
AI Solution Architect	\$185K	\$150K–\$230K
Senior AI Engineer	\$145K–\$310K	\$400K+ total comp

Sources: Glassdoor, 2026 (Principal/Lead AI Engineer, AI Architect, AI Solution Architect); senior total-comp from KORE1 / market data, 2026.

The skills enterprise teams need

The capabilities that turn use cases into deployed, governed systems.

Architecture

Autonomous agent architecture and reusable patterns at scale.

Orchestration

Multi-agent orchestration, ReAct and memory design.

Governance

Frameworks, compliance and security best practices.

LLM customization

Fine-tuning, RLHF and RAG for domain tasks.

Production

Monitoring, rollback and reliable scaling.

Strategy & ROI

Roadmap, maturity model and a measurable value case.

Why certify your team's lead

The playbook tells you what to build; the certification builds the people who can ship it — with the portfolio and governance to back it up.

2,50,000+

Professionals certified

100+

Countries recognising GSDC

ISO/IEC 17024

Aligned to certification standards

What it builds

- Architecture, orchestration, governance & production skills
- A capstone: an end-to-end agentic AI solution

Reassurance

- 4.4★ Trustpilot · 4.8★ Reviews.io
- 7-day money-back guarantee

RISK-FREE

Backed by a 7-day money-back guarantee

Enrol with confidence — full refund within 7 days if it isn't right for you.

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Exam details & what's included

The exam

- 40 multiple-choice questions · 65% to pass
- 90-minute duration · closed book · English
- Valid 5 years · complimentary retake

Inside the programme

- 36+ hours expert-led video, lifetime access
- Daily live sessions · 3 one-on-one SME connects
- 2 practice exams · capstone + job support
- AI-powered tools: agent templates & checklists

Delivered as one programme — no separate fees, lifetime access.

Frequently asked questions

Are the case studies and ROI figures real?

They're illustrative, representative models for planning — not guaranteed client outcomes. Use them to size opportunities, then measure your own baseline.

How do I get from pilot to production?

Treat agents as systems: pick high-value workflows, document the architecture, clear the production and security checklists, and stage a roadmap.

What platforms does the programme cover?

LangChain, LangGraph, AutoGen, RAG and tools like Microsoft Copilot Studio with Azure OpenAI — the building blocks of enterprise agentic AI platforms.

How do I build the ROI case?

Use the worksheet on page 10 to model levers and targets, then track them monthly. A credible ROI story is what unlocks budget for scaling.

Frequently asked questions

What about governance and security?

Both are core: a full governance module plus the security checklist on page 9 cover guardrails, audit, PII and red-teaming.

Who on my team should certify?

The architect or lead who will own delivery — the certification builds the system-level skills the playbook relies on.

Is there a guarantee?

Yes — a 7-day, 100% money-back guarantee.

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Turn this playbook into a deployed system

Certification + capstone + job support, all in one programme. Seats are limited.

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Your next step

You have the use cases, the architectures, the ROI worksheet and the checklists. The fastest way to deploy is to build the skills and the proof together.

- Pick a use case and map its architecture
- Run the ROI worksheet and score your maturity
- Clear the production & security checklists
- Certify the lead and ship it

Tap the footer below or any button in this playbook to enrol in the Agentic AI Expert Certification.